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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Complete if Known	
Application Number	10/037,892	RECEIVED APR 19 2002 Technology Center 2100	
Filing Date	10/23/2001		
First Named Inventor	Burns		
Group Art Unit	2152		
Examiner Name	Not Assigned		
Attorney Docket Number	CNTW-015/00US		

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Examiner (Initials)	Cite No. ¹	U.S. Patent Document		Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)	
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Examiner Signature	<i>Heda Nelson</i>	Date Considered	<i>November 28, 2005</i>
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¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

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				Application Number	10/037,892
				Filing Date	10/23/2001
				First Named Inventor	Burns
				Group Art Unit	2152
				Examiner Name	Not Assigned
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OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
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JAM		ISM Customer - Aware™ Fault and Performance Management; CoManage Corporation; As of December 5, 2000 (2 pages)	

Examiner Signature	<i>Heidi Nelson</i>	Date Considered	<i>November 28, 2025</i>
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		Filing Date	10/23/2001
		First Named Inventor	Burns et al.
		Group Art Unit	2152
		Examiner Name	[Not Yet Assigned]
Sheet	1	of	1
		Attorney Docket Number	CNTW-015/00US

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Examiner Signature	<i>Frederick Nelson</i>	Date Considered	<i>November 28, 2005</i>
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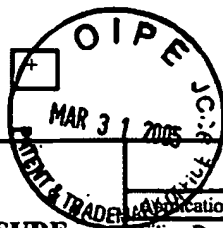
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		Group Art Unit	2152
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Examiner Signature	<i>Arda Nelson</i>	Date Considered	<i>November 28, 2005</i>
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		First Named Inventor	Burns	
		Group Art Unit	2152	
Examiner Name	[Not Yet Assigned]			
Sheet	2 of 2	Attorney Docket Number	CNTW-015/00US	

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Examiner Signature	<i>Heidi Nelson</i>	Date Considered	<i>November 28, 2005</i>
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